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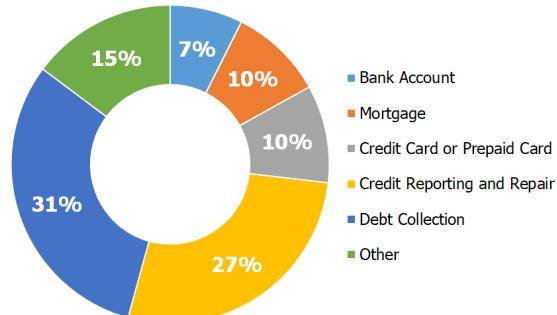
# CONSUMER LOBBY DAY 2019



## Montana CFPB Complaint Statistics & Consumer Stories

With a database of over 1 million consumer complaints received since 2011, the Consumer Financial Protection Bureau (CFPB) has a proven track record of helping consumers. 97% of consumer complaints have received responses from companies. We strongly urge you to consider the complaints the CFPB has processed from Montanans (graph) and the stories below that Montana consumers shared with Consumers Union about unfair treatment they have experienced in the financial services marketplace.

### Montanans' Complaints to the CFPB, 2018



Other is comprised of complaints in the following areas: Consumer loan; Money transfer; virtual currency, or money service; Money transfers; Other financial service; Payday loan; Payday loan, title loan, or personal loan; Student loan; Vehicle loan or lease; Virtual currency.

### Consumer Stories from Montana

#### Ron – Missoula, MT

My mother (79 at the time) got caught up in Wells Fargo's dual tracking scam. She lost the family home in trial, the day before her 80th birthday. Wells Fargo told both of my sisters to stop making payments for two months, then refused to accept the back payments unless they paid substantial penalties they couldn't afford.

#### Denise – Columbia Falls, MT

We have a bad loan from 2007 and nobody will help us! We have been paying since 2007 and we still owe just as most as we started 10 years ago with a company that is no longer in business. This is a home loan that we have more than paid for this place! They won't tell me who owns the loan, nor is it being put on our credit? We send the money into Chase. I have tried many times to get them to help with these 2 loans we have now! Almost 2000 a month just to them!

Consumers shared these stories with Consumers Union because they were treated unfairly in the financial marketplace. The Consumer Financial Protection Bureau was established, and has worked, to protect consumers from such treatment. Please consider these consumer stories from your state when making decisions regarding financial marketplaces and the future of the CFPB. If you would like to get in touch with any of these story tellers, please contact Omar Hakim at Consumers Union, [omar.hakim@consumer.org](mailto:omar.hakim@consumer.org).